

REMARKS

Claims 1-32 are pending in the application. Claims 1-32 have been rejected.

Claims 1, 13, and 23 have been amended. No new matter has been added.

Rejection of Claims under 35 U.S.C. § 102

Claims 1-3, 11-15 and 23-25 are rejected under 35 U.S.C. §102(b) as being anticipated by U.S. Patent No. 5,894,512 issued to Zenner. Applicants respectfully traverse this rejection.

Amended independent claim 1 requires:

maintaining real-time data for multi-channel communication queuing, wherein the maintaining comprises:
forming a list of agent data, wherein the agent data includes information related to types of communication media an agent can access.

Amended independent claims 13 and 23 have substantially the same elements as those cited above for amended independent claim 1. The Office Action states:

Regarding claims 1, 13, and 23, Zenner et al. teach in [the] background of the invention [section] ... forming a list of agent data ("divide its agents into at least two groups"), where the agent data includes information related to types of communication media an agent can access ("one [group for] handling voice calls and the other [group for] handling video calls"). However, Zenner ... [provides] an improved apparatus and method that are capable of routing both voice and video calls to the agents in a single group.

Although Applicants note that the Zenner's communication media may *operate* in real-time, Applicants respectfully do not believe that Zenner teaches maintaining real-time data. The cited portions of Zenner make no reference to real-time data, and Applicants have searched Zenner but found no description of maintaining real-time data. The database of Zenner includes information such as "callers' AINs [Automatic

Identification Numbers] that are recognizable by the call center 109, routing numbers to agents, and ISDN [Integrated Services Digital Network] numbers of kiosks and end-point terminals,” which Applicants believe are data that rarely change and are unlikely to be tracked in real time.

Furthermore, Zenner teaches that “agents with a common work or skill or attribute set usually log into a split (or a group) *before* they are ready to take calls,” (Zenner, column 1, lines 20-22) implying that the media accessible by an agent are fixed during the agent’s login session (and therefore would not need to be tracked in real time). In addition, Zenner teaches that their invention is useful for routing calls to agents in a “single group,” thereby making unnecessary any tracking of agent data pertaining to media (voice or video) that is used to place agents into groups.

Because Zenner does not teach maintaining real time data, independent claims 1, 13, and 23 are allowable. As a result, claims 1-3, 11-15, and 23-25 are allowable for at least this reason.

Rejection of Claims under 35 U.S.C. § 103

Claims 4-7, 9, 10, 16-19, 21, 22, 26-29, 31 and 32 are rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 5,894,512 issued to Zenner in view of U.S. Patent No. 6,064,730 issued to Ginsberg. Applicants respectfully traverse this rejection.

Applicants respectfully point out that independent claims 1, 13, and 23 have been shown to be patentable over the Zenner reference, as argued above. Claims 2-12, 14-22,

and 24-26, respectively, depend from independent claims 1, 13, and 23 and are allowable for at least the foregoing reasons. Nevertheless, Applicants respond to arguments related to the dependent claims to expedite prosecution.

Claims 5 and 6 require compiling statistical information for media routes and for communication channels of a specified media type, respectively.

The Office Action states:

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of compiling statistical information such as waiting time, number of work items, and time spent handling a work item ... in order to provid[e the] customer with a visual presentation of relevant statistical information (Office Action dated February 2, 2004, pages 3-4, paragraph 3.)

Even if Zenner did teach maintaining real-time data, which Applicants assert above he does not, Ginsberg focuses upon a user choosing an agent by “self-routing.” A visual presentation of statistics for media routes or communication channels of a specified media type is unlikely to be presented to a user making a call. Moreover, statistics for media routes and/or communication channels are unlikely to assist a user in selecting an agent. As a result, no motivation exists to combine Ginsberg and Zenner for claims 5 and 6.

The Office Action further states:

In order to perform the desired function, for example, display statistical information in the interactive system, it would have been necessary to compile a journal for the above-mentioned items. (Office Action dated February 2, 2004, page 4, paragraph 3.)

Applicants respectfully disagree that a journal must be compiled to display statistical information in the interactive system. Applicants respectfully request that the Examiner cite references for this assertion or, in the alternative, provide an affidavit stating that such facts are under the personal knowledge of the Examiner.

Claims 8, 20 and 30 are rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 5,894,512 issued to Zenner in view of U.S. Patent No. 6,263,066 issued to Shtivelman, et al. (Shtivelman). Applicants respectfully traverse this rejection.

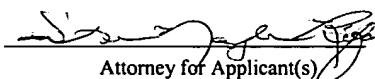
Claims 8, 20, and 30 require “assigning a priority value to media routes.” The Office Action states that “Shtivelman et al. teach assigning a priority value to the media routes,” citing the Abstract. (Office Action dated February 2, 2004, page 4, paragraph 3.)

The Abstract of Shtivelman states that “all types of multimedia communication can be queued in the same queue according to pre-stored routing rules and priority rules.” Applicants respectfully point out that using pre-stored priority rules to queue communication is not *assigning a priority value*, as required by claims 8, 20, and 30. Furthermore, the priority value is required to be assigned *to a media route*, and media routes are not taught by Shtivelman. Accordingly, Shtivelman does not teach *assigning a priority value to a media route* and claims 8, 20, and 30 are allowable.

CONCLUSION

In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5086.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: MAIL STOP NON-FEE AMENDMENT, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on May 3, 2004.

 5/3/04
Attorney for Applicant(s) Date of Signature

Respectfully submitted,



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